



2024 Annual Action Plan

WELCOME & INCLUDE: We offer welcoming, safe places and experiences, where connections and understanding flourish.

- Develop new Welcome brochure to orient new patrons to Library services
- Design and implement an All-Staff Learning Day in October 2024
- Prioritize recommendations from Security Assessment and develop implementation plan
- Develop a plan on critical incident debriefing, to clarify who is responsible for convening a debriefing, who should be involved, what is the process, what happens afterwards, and how and what do we communicate with those who were not directly involved
- Update Emergency Management procedures
- Develop a 'Learning Hours' system for all library staff
- Build and implement a robust training/conference system for library employees that is equitable, transparent, easy to understand, and that requires minimal supervisor oversight. Add new trainings in active shooter/lethal threat; situational awareness and de-escalation, and fire/emergency drills
- Build and manage an onboarding system that also connects to staff training and ensures a shared foundation and knowledge of current policies and procedures among staff regardless of their tenure at the Library
- Implement community care and wellness practices that help staff at all levels manage and mitigate any current or long-term burnout, and that helps prevent new burnout from developing

ACCESS & OPPORTUNITY: We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

- Negotiate locations of Community Drop Boxes. Purchase, wrap and install Boxes
- Onboard Behavioral Health team, with attention to clarifying roles and building relationships with staff and patrons
- Promote community mental health and well-being with new collection of circulating Light Therapy Lamps

- Research options for whether we can serve the needs of clients who need to make emergency phone calls
- Improve access to Library and City services by participating in City-wide Language Access work group

READ & LEARN: We inspire a lifetime of reading, learning, curiosity, and discovery.

- Purchase and install additional components for Automated Materials Handling System
- Partner with Nooksack Salmon Enhancement Agency to build community awareness around the salmon lifecycle

INFORM & INVOLVE: We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

- Partner with city and community leaders to foster public education and involvement in issues that matter, with a 2024 focus on climate action, anti-racism, homelessness, substance use & civic engagement
- Build awareness of Library facility and service needs into City of Bellingham Comprehensive Plan

THRIVE & GROW: We are a valued community partner and trusted city service, playing a central role in Bellingham life.

- Complete design and successfully bid Central Library renovation project
- Complete and submit Washington State Library Capital Improvement Grant for Central Library renovation project
- Develop and present 2025-2026 operational and capital budget requests to Mayor's office and City Council
- Evaluate and update Level of Service standards for Materials and Open Hours
- Complete repair of Central Library main passenger elevator
- Complete Bellis Fair Branch assessment at 1-year mark
- Implement Planned Giving program for the Library
- Implement a replacement for DEMCO Spaces & SignUP
- Update Polaris MOU with WCLS; consider changing parameters for print notices
- Establish a system for knowing which Library staff are on-site